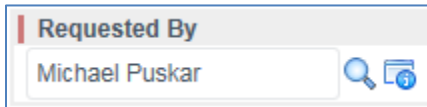


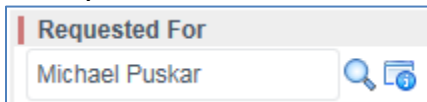
All Ground Tech Support Form

This form is used by all ground schools to request tech support. Any field with a vertical red bar is considered required and must be completed or the form cannot be submitted.

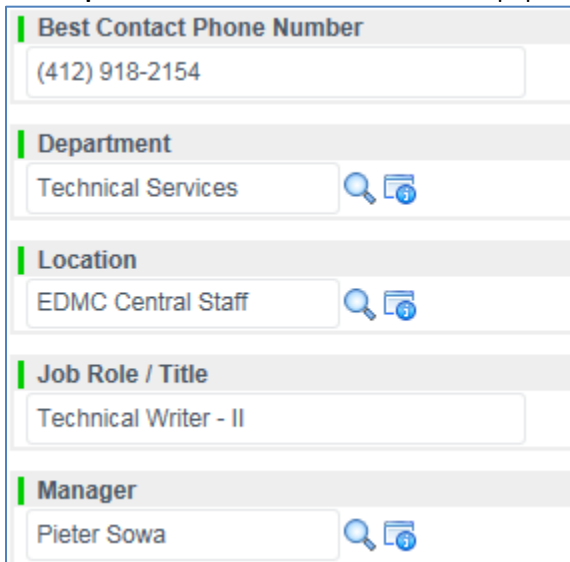
1. The **Requested By** field will default to your name. It can be updated.



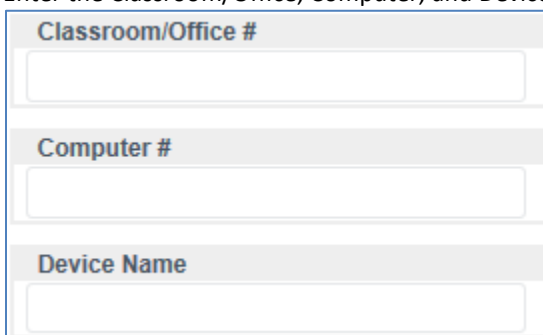
2. The **Requested For** field will default to your name. It can be updated.



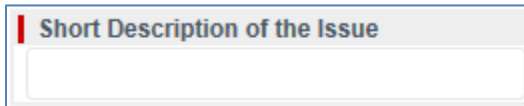
3. The **Requested For** user's information will be populated in the following fields. Verify that it is correct.



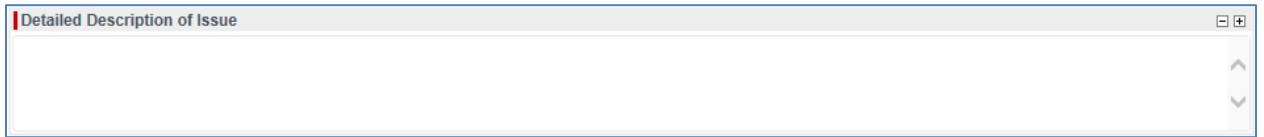
4. Enter the Classroom/Office, Computer, and Device name where the request is needed.



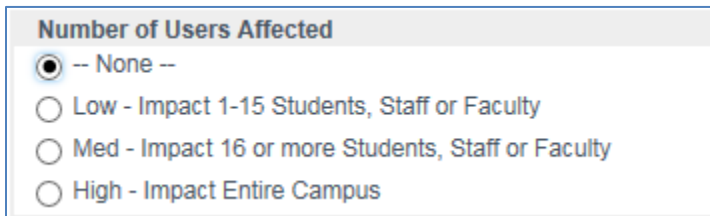
5. List a short description of the issue.

A screenshot of a form field titled "Short Description of the Issue". The field is a rectangular text box with a light gray border and a white background, currently empty.

6. Give a detailed description of the issue.

A screenshot of a form field titled "Detailed Description of Issue". The field is a large rectangular text box with a light gray border and a white background, currently empty. It has a scroll bar on the right side.

7. List the number of users affected.

A screenshot of a form field titled "Number of Users Affected". The field contains four radio button options: "None" (selected), "Low - Impact 1-15 Students, Staff or Faculty", "Med - Impact 16 or more Students, Staff or Faculty", and "High - Impact Entire Campus".

8. Once you have completed the form, click **Submit** to generate a ticket. You will receive an email notification containing the ticket number for the request and hyperlink to the item in ServiceNow.

Checking on your Request

You can check on the status of your form by checking the [My Requested Items](#) list or simply going to the Self Service page in [ServiceNow](#).